

PATENT

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CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted *via* the USPTO EFS Filing System on the date shown below to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: December 21, 2006

/Rebecca Stanford/
Rebecca Stanford

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicant(s): Eric J. Horvitz *et al.*

Examiner: Thjuan P. Knowlin

Serial No: 10/610,486

Art Unit: 2614

Filing Date: June 30, 2003

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED
SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF
AUTOMATION EFFICACY AND OPERATOR LOAD

**Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450**

REPLY TO OFFICE ACTION DATED SEPTEMBER 25, 2006

Dear Sir:

Favorable reconsideration of the above-identified patent application is respectfully requested in view of the amendments and comments below.